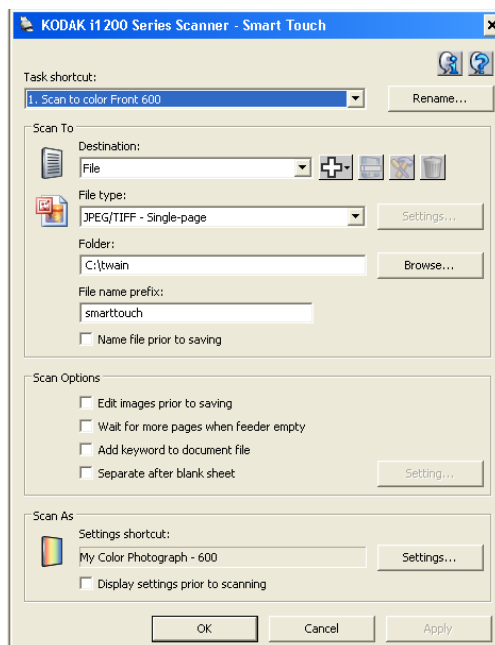


PLEASE READ

Procedures for When the Buttons of the scanner do not launch Smart Touch

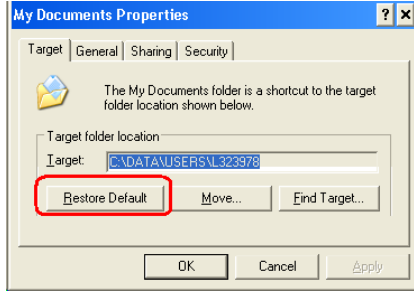
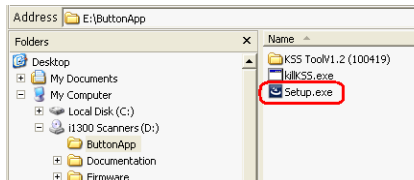
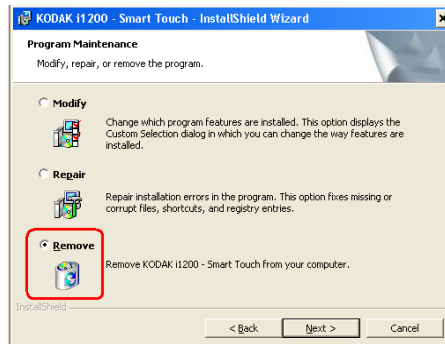
These instructions are written for:

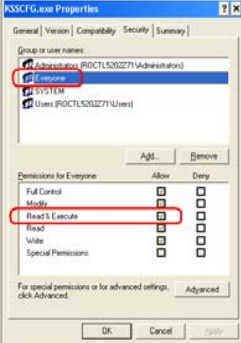
- Smart Touch Version 1.4 and 1.5
- The button mapping tool version 1.2.1000503
- This software tool bundled with the CDs produced after May 2010



Issues and Solutions to try before running the tool

The following Solutions may help fix the problem when nothing happens after attempting to scan using the buttons on a Kodak scanner with Smart Touch. If Smart Touch can be run successfully from the system tray icon, check the following issues and solutions.

Issue	Solutions	Notes
1. Some Smart Touch application files are mapped to non-standard locations.	<p>Currently, Smart Touch is designed to use the "My Documents" location on the local C: drive. If "My Documents" is located on a drive other than the default or on a network drive location, Smart Touch may not be able to find all of the files it needs to work properly.*</p> <ul style="list-style-type: none"> Reset the defaults from the properties of "My Documents" by selecting the "Restore Default" button, and then reinstall Smart Touch. If the customer wants to have their "My Documents" location other than the default, then change the Target location after installing Smart Touch. <p>*NOTE: If Smart Touch is installed to a network path, the scanner button will not work. This is a known limitation.</p>	
2. Buttons not working could be an issue with the installation or version compatibility	<ul style="list-style-type: none"> Power off and disconnect the scanner before performing this next step. Uninstall the scanner driver and install latest scanner driver from the CD. You may also use the Add/Remove Applications from the control panel of your OS If this does not work, then uninstall Smart Touch independently using Add/Remove Applications. Then go to the 'ButtonApp' folder on the Scanner Driver CD, and launch the file called "Setup.exe". Reconnect and power on the scanner. 	
3. If it is still not working, then:	<ul style="list-style-type: none"> If Smart Touch was not removed. It will prompt you for either, Modify, Repair, or Remove. Please do a full removal. Disconnect the scanner, reboot the PC and then run the "setup.exe" again to perform a full correct install. If you find that the version of Smart Touch is not the latest, then after performing a full install, perform all the updates for both the Scanner driver and Smart Touch from the www.Kodak.com/go/disupport web page and select your scanner you are trying to upgrade Smart Touch for.. <p>IMPORTANT! YOU MUST HAVE a version installed from the CD for the web update to work correctly.</p> <ul style="list-style-type: none"> Reboot the scanner and the PC and try the buttons again. 	
4. Operating System Services are not running, this prevents the application from being launched when pressing the scanner button.	<p>(Windows XP Only)</p> <p>Verify that "Windows Image Acquisition (WIA)" and "Terminal Services" are running on your computer. If they are not, please follow these steps to start them:</p> <ol style="list-style-type: none"> Open Control Panel->Administrative Tools->Computer Management. Select Services and Applications->Services Double-click "Terminal Services" to open it. (if it is NOT present, this is an issue to resolve) Ensure that "Services Status" reads "Started", if it does not, click the "Start" button. Click "Apply" then "OK". The Terminal services windows closes and returns to open Services window. In the list of available services, find and double-click "Window Image Acquisition (WIA)" <ul style="list-style-type: none"> Repeat steps 4-5 to properly configure the WIA service. When completed, close all open windows and restart the computer system. 	<p>Terminal services is needed in XP to allow switching of user profiles. This is important if you have more than one user set up to use Smart Touch. Terminal Services needs to be running in XP for Smart Touch to work.</p> <p>Windows Image Acquisition (WIA) is the MS application and services needed for the buttons to do something through the events manager to invoke the launch of Smart Touch. Without this service the buttons will not work. Make sure that if security options are in place, that these services have the correct permissions to work with all users.</p>

<p>5. Security measures have been put into place preventing proper Launch</p>	<p>Verify that you have full "Read & Execute" permissions for the Smart Touch application executable file "KSSCFG.exe".</p> <ol style="list-style-type: none"> 1. Locate the KSSCFG.EXE file and right mouse select "Properties". In right-click menu of "KSSCFG.exe". 2. Go to "Security" tab then ensure currently logon user have full access to "Read & Execute" 	
<p>6. Environmental items and limitations cause the application to not work</p>	<p>Verify that full path of Smart Touch application is not too long. The WIA service will fail to parse the application path if the length exceeds 255 character. This will result in the scanner buttons not being able to launch the application.</p> <p>Below is an example of the default path in which Smart Touch is installed. Verify that this path is not longer than 255 characters</p> <p>Also check the newly mapped location of "My Documents" path, for the same environmental limitations.</p> <p>Example of the default installation path for Smart Touch.</p> <p>C:\Program Files\Kodak\Document Imaging\kds_i1200\Smart Touch\KSSCFG.EXE</p>	<p>KSSCFG.EXE is the application that has to be running for Smart Touch to launch correctly from a button push.</p>
<p>For Windows Server 2003 and Windows Server 2008 Only:</p> <p>7. Operating System services needed by Smart Touch are not enabled.</p>	<p>On Windows Server 2003 and Windows Server 2008, the WIA Service is not enabled by default. Buttons are mapped, but button presses are not communicated.</p> <p><u>Steps to enable WIA Service</u></p> <ul style="list-style-type: none"> • Go to My Computer, right click on icon, and select Manage. • Once the Computer Management window is open, select "Services and Applications" -> Services -> Windows Image Acquisition (WIA) and make sure it is Started. • The Startup Type should be Automatic. If either is not set correctly, double click on the Windows Image Acquisition row to bring up a window to change the settings. 	
<p>8. If none of the items above worked</p>	<p>Please run the Button Mapping Tool</p>	<p>See section called: Using the "Button Mapping Tool"</p>

Using the Button Mapping Tool

These are instructions for using the Smart Touch Button Mapping tool to correct cases where the buttons on the scanner or flatbed do not launch Smart Touch.

Before you use this tool:

- Review the [“Issues and Solutions”](#) section documentation first, to see if these items are in order on your computer.
- Make sure your scanner is connected and working from the system tray icon.

To locate the Button Mapping Tool:

Navigate on the PC to the directory containing the program files for Smart Touch.

C:\Program Files\Kodak\Document Imaging\kds_ixxx\Smart Touch\KSS ToolV1.2(1000506)

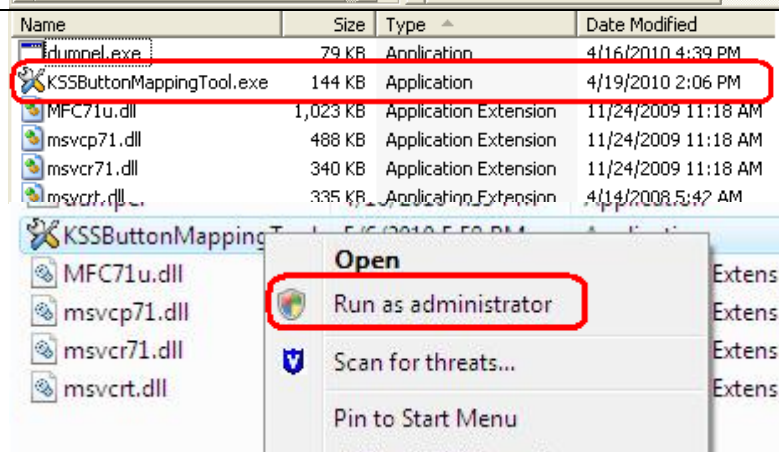
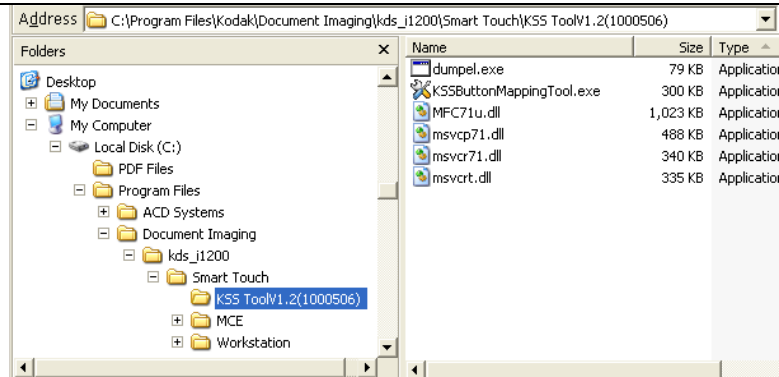
NOTE:


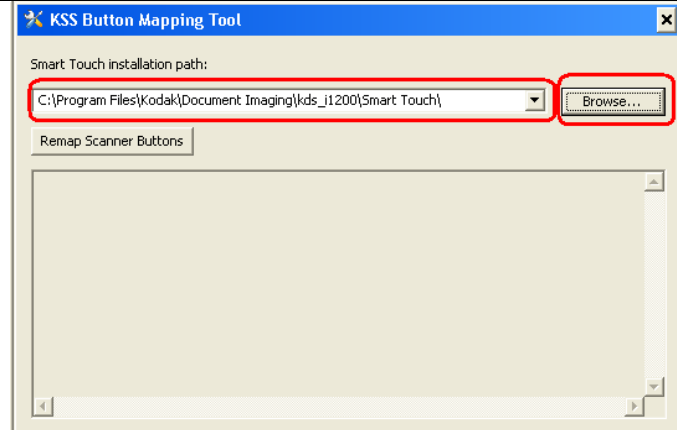
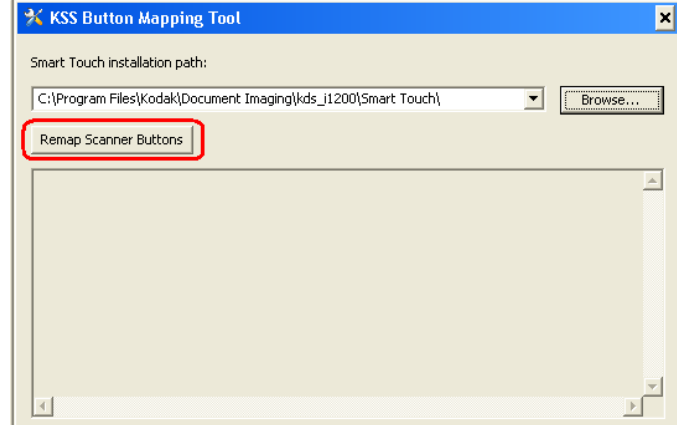
In this example where “kds_ixxx” equipment name is used will reflect the scanner type you have. So if you had an i1220 or an s1220, you would see “kds_i1200” as a folder name.

From within the folder launch the file called “**KSSButtonMappingTool.exe**”.

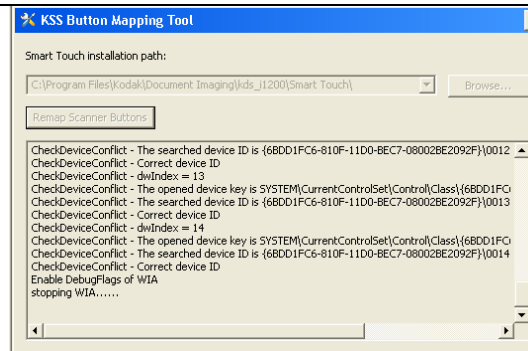
NOTE:

If you are using Vista or Windows7, “RIGHT” mouse select the “**KSSButtonMappingTool.exe**” file and then select “Run as administrator”. This will insure that any corrections needed to be accomplished by this tool are properly allowed.



<p>You may be presented with a security warning window, please select “Run”</p>	 <p>The publisher could not be verified. Are you sure you want to run this software?</p> <p>Name: KSSButtonMappingTool.exe Publisher: Unknown Publisher Type: Application From: O:\i1200-i1300\Host Software\i1200_FINAL-v3.30...</p> <p>Run Cancel</p> <p>This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. How can I decide what software to run?</p>
<p>The KSS Button Mapping Tool application will launch. Double check that the “Smart Touch installation path” is pointing to the folder containing the Smart Touch files, including ksscfcg.exe file, for the scanner you have installed. Normally this is the default directory.</p> <p>NOTE: This examples shows the default directory for the Kodak i1200 series scanner. That folder would be called “kds_i1200”. If you have a different scanner, the Smart Touch software would be installed in the corresponding path for that scanner.</p> <p>If you know this is incorrect, you may point to the correct folder using the “Browse...” button.</p>	 <p>KSS Button Mapping Tool</p> <p>Smart Touch installation path: C:\Program Files\Kodak\Document Imaging\kds_i1200\Smart Touch\ Browse...</p> <p>Remap Scanner Buttons</p>
<p>Once you are satisfied that the Smart Touch installed path is correct. Please select the “Remap Scanner Buttons”</p>	 <p>KSS Button Mapping Tool</p> <p>Smart Touch installation path: C:\Program Files\Kodak\Document Imaging\kds_i1200\Smart Touch\ Browse...</p> <p>Remap Scanner Buttons</p>

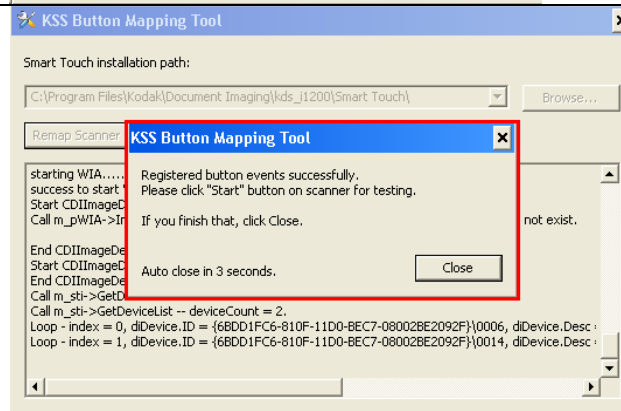
The Button Mapping Tool will make a back up of the registry, and then start checking for device conflicts and other items. It will correct problems as it finds them. It will display a list of all those items it checks and corrects.



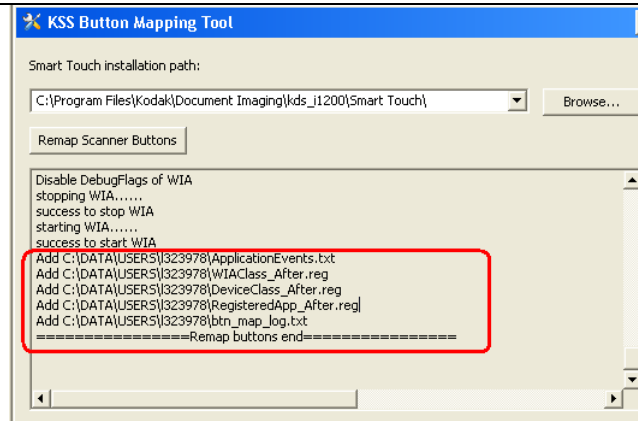
The tool will update the registered buttons and will STOP the WIA services and prompt you to press the Start Button on the scanner. It is doing this to log the activities occurring with the WIA services between your OS and the scanner. You have Thirty seconds to perform this task. Press the “start” button on the scanner. This window will close and the KSS Button Mapping Tool will continue.

NOTE:

If there is a function that is working with that button actuation, It may start. This is normal. Close that function it launched and then select the “Close” button from the KSS Button Mapping Tool.
If you do not select “Close”, The operation will continue automatically after 30 seconds



After you have pressed the scanner start button, the KSS Button Mapping Tool will continue and finish logging, and then make a second backup of the registry changes.



At the end the KSS Button Mapping Tool will create a zipped log file and add it to the root of your “My Documents” Folder.

The ZIP file will have a name similar to
“**ButtonMapLog_20100415162513.zip**” where the numeric syntax is:
20100415162513
YEARMonthDayHourMinutesseconds

Locate the log files that were generated when running the KSS Button Mapping Tool and e-mail them to your Kodak Service Support rep for evaluation and further diagnosis. A ZIP file containing the log files will be saved in the root of the “My Documents” folder.

After this has been completed, shut down both your scanner and your PC and completely reboot. After rebooting, check to see if the buttons on the scanner will launch Smart Touch. If it works, the number selected on your scanner corresponding with the set up in Smart Touch will launch, scan and create a file based on the selected settings.

If needed, please review the Help information that is part of Smart Touch for further detailed instructions on its use.

